

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Safe and Attractive Neighbourhoods
2.	Date:	2nd September, 2013
3.	Title:	Housing and Neighbourhoods Year End 2012-13 - All Wards Affected
4.	Programme Area:	Neighbourhoods and Adult Services

5. Summary

This report outlines the 2012/13 Key Performance Indicator (KPI) results for the Housing and Neighbourhood Service elements of the directorate; the report also shows a comparison of the performance from year end 2011/12.

There are sixteen indicators managed by Housing and Neighbourhood Services; Of these **15 (94%)** were rated as on target and 1 (6%) as off target at year end 2012/13.

There was a **12%** reduction in the number of complaints received during the year. The decline in complaints suggests the service is learning from the customer experience to improve services. At the same time there has been a **47%** reduction of complaints progressing to stage two, this appears to reflect improved investigation of complaints and communication skills.

100% of complaints were responded to within the target timescales compared to **89%** in 2011/12.

6. Recommendations

- **Cabinet Member notes the Year End position and recognises the improvement in performance from Year 2011/12 to 2012/13.**

7. Proposals and Details

It has been a very successful performance year for HNS. Significant progress has been made in the last 12 months in respect of providing quality and customer satisfaction with only 1 of the key performance measures declining.

The following 15 KPI's achieved their year end targets and improved on last year's performance:

NAS 54 - % of repairs completed right first time

- Cumulative year end performance of 95.39% against a 92% year end target
- This indicator is measured from 2 of the questions on the repairs satisfaction survey completed by customers following the completion of their repair. Both questions must receive a positive response to register as right first time
- Performance has improved on the year end outturn in 2011/12 of 93.57%

Areas of improvement include:

- Improving information and better diagnostic skills set at first point of contact
- Quality assurance working with partners to reduce the number of minor defects

NAS 55 - % of gas safety certificates outstanding

- Performance of 99.91% equates to 19 properties with a gas safety certificate outstanding. The best ever performance in this area
- In 2011/12 the year end outturn was 99.19% (37 properties with certificates outstanding).
- Over the last 2 years performance has shown significant improvement. Back at the start of 2011 there were 472 properties without a valid certificate
 - This has reduced costs of enforcement through gaining legal access

NAS 57 - % of all repairs completed within target

- Year end partnership performance of 99.01% against a 99.00%
- This has improved significantly on last year's performance in 2011/12 of 96.95%

Improvements include:

- Providing a quicker response to gas repairs - end of the next day not working day
- Re introduction of pre work inspections for damp and plastering has resulted in plastering work being carried out more efficiently

NAS 58 - % of repairs appointments made and kept

- Partnership performance of 98.52% meeting the target of 98.50%

- The year end outturn performance has improved slightly when compared with 98.50% in 2011/12

This has been achieved by:

- Keeping customers better informed about their appointments – by text and phone
- Working with partners to ensure that they are not penalised for arriving early (with the customers prior consent)
- Operatives phoning customers direct out of hours to arrange a mutual time

NAS 59 - % of tenants satisfied with the repairs service

- Cumulative performance at year end saw satisfaction levels of performance at 99.75%
- This has improved on last year's performance of 99.63% in 2011/12. The highest satisfaction levels since the start of the contract in 2010

An area of improvement:

- Increased levels of RMBC inspections and monitoring is driving up quality and this is supported by the low level of complaints

NAS 65 – Food establishments broadly compliant with the food hygiene law

- Performance at the year end was 87.00% against a target of 85.00%
- Performance on this indicator has improved when compared to the year end position in 2011/12 of 84.91%

Improvement action:

- All non-compliant premises are being targeted to improve compliance
- Carrying out quality audits of inspection files/reports and correspondence frequently

NAS 66 – Satisfaction of business with food health and safety services

- Satisfaction of 98% against year end target of 95%
- This has improved on last year's performance in 2011/12 of 84.91%

Improvement action:

- Quality assessments and inspections continue to be carried out regularly on high risk premises

NAS 76 – Rent collected as a percentage of rent owed

- The year end performance outturn was 100.30% exceeding the year end target of 100.27% - for this indicator higher is better
- This has improved on last year's performance in 2011/12 of 96.95%

- The equivalent income collected during 2011/12 stood at £65,363,741 (using the same calculation method) meaning that £6,984,047 of additional income was collected during 2012/13 (representing a 10.68% increase)

Action that has contributed towards improvement in rent collected:

- Carrying out audits on new lettings and affordability checks to address concerns regarding customers unable to meet rent payments
- The income team have increased the take up of customers paying by direct debit by almost 300

NAS 77 – Current tenant arrears as a percentage of the annual rent debit

- The 2013 outturn of 1.59% exceeded the year end target of 1.70% - for this indicator lower is better
- Performance has improved on the year end outturn in 2011/12 of 1.81%

Improvement action includes:

- Carrying out quality assessments on rent accounts and linking the outcomes to individual management targets i.e. ensuring early intervention and regular support is maintained throughout the period the account is in arrears
- The Income team have increased contact with customers making more telephone calls and carrying out more visits

NAS 79 – Percentage of ASB Cases resolved

- Case resolution at year end was 95.45% against a 93% target, this compares extremely favourably against upper quartile performance in HouseMark
- The performance on this indicator has shown improvements when compared to the year end position 2011/12 which was 90.85%

Areas of improvement include:

- Having a dedicated ASB officer working closely with Housing Champions and local Police in every Assembly area
- Ongoing quality assurance, customer surveys and inspections
- Enhanced scrutiny by Performance and Quality with regard to ASB casework management
- The number of ASB Housing long standing cases reduced by more than 50% during the last 6 months of the year

NAS 17 – Average re-let time

- The cumulative average re-let time performance for year end was 28.89 days
- Performance has significantly improved on the year end outturn in 2011/12 of 39.49 (lower is better)

Areas of further improvement work include:

- Improving the gas/electric testing process
- Implementing a new utilities procedure to improve performance and minimise the use of rent allowances

- Reviewing rent allowances and aiming to reduce the use of these by completing more within the void period
- Ongoing quality assurance checks of pending voids

NAS 78 - % of rent loss through dwellings being vacant

- Void Rent Loss performance for the year end was 0.80% against a target of 0.9%
- Performance improved on the year end outturn in 2011/12 of 1.08% (lower is better)
 - This is linked to the reduction in the number of vacant properties and the significant service improvement in the turnaround time of properties

NAS 82 – Number of households living in temporary accommodation

- In March 2013 the best performance of 2012/13 was achieved of 23 households in temporary accommodation
- Performance has improved on 2011/12 of 31 (lower is better)
- 839 households have been prevented from becoming homeless

This has been achieved by:

- Improving relationships with partners working closer to ensure that alternative accommodation is available as soon as possible for customers
- Providing support and advising citizens in particular on the welfare reform changes that affect them especially in relation to concerns regarding under occupancy
- Working with relatives, mediating with friends and securing both public and private sector accommodation

NAS 80 – Number of high risk premises due for trading standards inspection that are inspected within the required timescale

- Performance at the end of March was 100% against a target of 100%
- This was a new indicator for the year

Improvement Actions include:

- A training schedule was produced for staff on the system for entering data and analysing information
- Producing step by step guides to assist staff

NAS 81 – Satisfaction of business with trading standards services (Business and Consumer)

- Satisfaction was 98% at the end of the year against a target of 95%
- This has improved on last year's performance in 2011/12 of 84.91%

Action to improve feedback included:

- Reviewing the satisfaction survey and using customer feedback

The following KPI did not achieve its year end target:

NAS 34 – Average length of time waiting for major adaptations from assessment to work beginning (Weeks)

- The year end outturn of 12.25 week's fell 1 week short of the target of 11.25. This was due to the back log of work remaining consistent throughout the year
- Performance in 2011/12 was 11.89 weeks
- When benchmarked with Barnsley MBC our performance is much better; BMBC's average performance last year was 43.75 Weeks

Actions for improvement include:

- An improvement plan to monitor the processing of all 2012-13 applications by September 2013
- Carrying out a review of the indicator to make sure that it is monitoring the process from the initial enquiry stage through to work being carried out; this will add to the overall time of the process but will monitor progress more accurately

8. Risks

With the introduction of the Housing Benefit under Occupancy in 2013 it should be noted that more than 2500 tenancies are affected by the bedroom tax and this will pose significant risk on income collection. The introduction of Universal Credit is also planned to commence late 2013, although specific dates and numbers of people initially affected are not yet known.

To help address these issues, approval has been given for the Housing Income Team to recruit additional staff and they will be operating at a reasonable level by the end of the calendar year.

9. Background Papers and Consultation

The report has been discussed with Neighbourhoods and Adult Services Directorate Management Team. Appendix 'A' contains the performance results for the Year End of 2012/13. The indicators rated 'on target' are shown as a star and those that are rated 'off target' are shown as a triangle.

The Performance and Quality Team continue to actively monitor and help resolve risks and support the operational management arrangements within Housing and Neighbourhood Services.

Contact Name:

Marie Ingham, Performance Improvement Officer, Ext 22292
Email: marie.ingham@rotherham.gov.uk